

MULTIMEDIA



UNIVERSITY

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FINAL EXAMINATION

TRIMESTER 2, 2019/2020

BIN1014 – INTRODUCTION TO ENTERPRISE RESOURCE PLANNING (All sections / Groups)

02 MARCH 2020
2.30 p.m – 4.30 p.m
(2 Hours)

INSTRUCTIONS TO STUDENTS

1. This question paper consists of 2 pages (including header page) and a total of 5 Questions.
2. Answer **ALL** questions.
3. Please write all your answers in the Answer Booklet provided.

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QUESTION 1 (20 Marks)

Tan Ah Kow is the Project Manager implementing Enterprise Resource Planning (ERP) systems at Siemens Company. Since the start of the project last year, he finds that the project scope is increasing in size.

- a) Explain what is this issue about (5 marks)
- b) Explain the process and at least FIVE (5) steps he should undertake in order to manage the issue (15 marks)

QUESTION 2 (20 Marks)

Enterprise Resource Planning (ERP) systems are premised on the benefits associated with integrating business processes and the enabling of information systems across organisations.

- a) Why is integration such a critical activity for global organisations? (10 marks)
- b) How might the ERP-induced integration of information systems lead to a strengthening of an organisation's competitive position? Use at least two examples to illustrate your answer. (10 marks)

QUESTION 3 (20 Marks)

If you were the CIO of a global firm about to consider buying, building or outsourcing an ERP, describe at least FIVE (5) key activities would you want to undertake?

QUESTION 4 (20 Marks)

It is reported that implementing ERP systems can be risky for companies and that only 10% of ERP projects are implemented successfully. Explain at least FIVE (5) risks involved in the implementation of ERP systems and how would you go about managing the risks.

QUESTION 5 (20 Marks)

You are the CIO of a global trading company that is considering to implement ERP systems. SAP, Oracle Financials are some of the possible packages. Provide at least FIVE (5) key criterias you would use to choose the most suitable ERP vendor and package.

End of Paper

